

7 Apr. (73) OS REGISTRY
111- ADS-1

MEMORANDUM FOR: Chief, Logistics Services Division/OI.
FROM: Chief, Policy and Plans Group
Office of Security
SUBJECT: Logistics Support
REFERENCE: Your memorandum, same subject, dated 15 March
1983

Forwarded herewith are Office of Security comments in response to your questionnaire on logistics support. They were prepared by representatives of the Office of Security's Directorate for Policy and Plans and Directorate for Personnel Security and Investigations. A third response, prepared by our Directorate for Physical, Technical and Area Security (PTAS) is not forwarded herewith, but is summarized below.

PTAS answered all questions were answered "yes", "excellent" or "good", except for the following areas:

- ° Space Maintenance and Facilities Branch reportedly "takes weeks" to get work started after requests are submitted.
- ° There is generally a poor choice of paint colors. Most are somber, dull, monotonous and not conducive to a cheerful work environment.
- ° [redacted] Building (upstairs) needs a food preparation area and a sink. Dishes are presently being washed in the mop sink or in the lavatories.
- ° One respondent reacted very negatively to the statuary in the front entrance of the Headquarters Building. He felt it was in poor taste.

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Attachment

Distribution

Orig - Adse
① - OS Registry
1 - PPG Chrono

OS/P&M/PP [redacted] al (6 Apr 83)

OS 3 0714/A

ROUTING AND RECORD SHEET					
OS REGISTRY FILE ASS-1					
SUBJECT: (Optional) Logistics Support					
FROM: <input type="text"/> PPG 4E-70, Hdqs.		EXTENSION <input type="text"/>	NO. <input type="text"/>	DATE 17 March 1983	
TO: (Officer designation, room number, and building)		DATE <small>RECEIVED FORWARDED</small>		OFFICER'S INITIALS <input type="text"/>	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
1. C/Ops/PSI 4E-58, Hdqs.		3/29			Please answer for your Directorate in completion of the attached questionnaire. Separate returns will be forwarded for each Directorate, and PPG will respond for P&M.
2. C/Ops/PTAS <input type="text"/>					DEADLINE: COB 28 March 1983
3.					
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15 March 1983

MEMORANDUM FOR: Policy and Plans Group, Office of Security

STAT

FROM: [REDACTED]
Chief, Logistics Services Division, OL

SUBJECT: Logistics Support

1. The Logistics Services Division, Office of Logistics (LSD/OL), provides a full realm of services necessary for Agency employees to conduct their daily activities. Consequently, the efficiency of those employees, and that of their components as a whole, is impacted by the quality of support provided by LSD. We are confident that our resources are guided in the right direction in most cases and that they are being used to maximum advantage in providing logistical support to a wide range of Agency personnel. In some cases, however, it has been difficult to determine the perceptions of those we support, inasmuch as there are few mechanisms available for obtaining meaningful feedback from a large cross-section of the Agency's population. To this end, a comprehensive questionnaire has been devised which will not only provide an overall assessment of our service, but will help us identify specific problem areas as well.

2. We are seeking your help in the effort by requesting you to fill out the attached questionnaire candidly, and by being as specific as possible in citing any problems encountered with LSD service. The questionnaire encompasses most LSD responsibilities but references to some areas have been avoided, space allocations for example, because problems in these areas cannot be resolved through any unilateral action on our part.

3. If you have any questions, please give me a call on extension [REDACTED] Additional questionnaires have been provided in the event that other personnel in your components would want their observations considered. All questionnaires should be returned to me no later than 31 March 1983. Thanks for your help.

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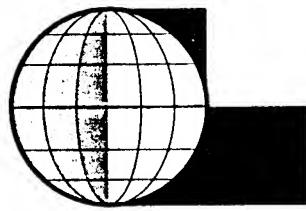
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ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Logistics Support

STAT	FROM:		EXTENSION	NO.
STAT	PPG 4E-70, Hdqs.			DATE 17 March 1983
STAT	TO: (Officer designation, room number, and building)	DATE	OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
	RECEIVED	FORWARDED		
1.	C/Ops/PSI 4E-58, Hdqs.			Please answer for your Directorate in completion of the attached questionnaire. Separate returns will be forwarded for each Directorate, and PPG will respond for PGM.
2.	C/Ops/PTAS	18 MAR 1983 3/18	3/18 CAC	DEADLINE: COB 28 March 1983
3.		3/18	3/18	<i>2 to 3: formed you like to take place</i>
4.	C/Ops/PSI	3/18	3/18 CAC	<i>3 to 7: I toured this through the various components and put all the answers on this one questionnaire and they were substantially in agreement.</i>
5.				
6.				
7.	PPG/Mr. 4E-70 Headquarters			<i>ADD: The Scorpion in front lobby the BLDG should be removed - it out of place - disgusting Should be in old folk home -</i>
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				



**Logistics Services Division
Support Questionnaire**

**Logistics Services Division
Office of Logistics**

Logistics Support Questionnaire

1. Supplies

a. Does your component feel that the building's supply store is adequately stocked?

YES NO

b. If not, what items are frequently out of stock? _____

c. Are the personnel on duty at the Supply Room counter courteous and helpful?

YES NO

d. How do you rate LSD's level of service in the supply area?

Excellent Good Fair Poor

e. Comments: _____

2. Internal & External Relocations (Office Moves)

a. Has your component requested the service of LSD for relocations of any kind within the past year?

YES NO

b. If yes, were the moves in:

Headquarters External Buildings Both

c. Were the moves made efficiently and were they started and completed on schedule?

YES NO

d. If not, what types of problems were encountered? _____

e. Were the LSD employees who performed the service courteous and helpful?

YES NO

f. How do you rate this service?

Excellent Good Fair Poor

g. Comments: _____

3. Classified Trash Pickup & Disposal

a. Does your component require the pickup of classified trash in outlying buildings?

YES NO

b. If so, is the service always on schedule?

YES NO

c. Does your component encounter any problems with classified trash chutes in the Headquarters Building?

YES NO

d. If so, what are the major complaints? _____

e. How do you rate the service overall?

Excellent Good Fair Poor

f. Comments: _____

4. Mail Distribution

a. Does your component consider the mail system to be reliable and efficient?

YES NO

b. If not, what are the major sources of complaints? _____

c. Is your mail received in good condition?

YES NO

d. Are the couriers courteous and helpful?

YES NO

e. Overall, how do you rate the mail system in terms of efficiency, service, personnel, etc.?

Excellent Good Fair Poor

f. Comments: _____

5. Vehicle Maintenance & Shuttle Service

a. Do personnel in your component feel that the Agency's bus and van shuttles are consistently on schedule?

YES NO

b. Do they feel that the shuttle schedules are adequate for meeting their requirements?

YES NO

c. How do they rate the condition of the vehicles?

Exceptionally clean Clean Average Dirty

d. In general, are the vehicle operators considered to be courteous and helpful?

YES NO

e. Are personnel in your component comfortable with the driving habits of the vehicle operators?

YES NO

f. Does your component have vehicles that are maintained by the Motor Pool Branch?

YES NO

g. Are they maintained according to schedule?

YES NO

h. Is your component satisfied with the quality of mechanical service?

YES NO

i. Has your component required the services of a chauffeur/driver within the past year?

YES NO

j. Did the chauffeur/driver perform the service as well as expected?

YES NO

k. How do you rate the overall performance of the Motor Pool Branch?

Excellent Good Fair Poor

l. Comments: _____

6. Architectural Design

a. Has your component required any architectural design for renovations, alterations, etc., during the past year?

YES NO

b. If so, was the service performed in a timely fashion?

YES NO

c. Was the quality of the design work satisfactory?

YES NO

d. How do you rate the service, in terms of satisfaction with both the quality of work and the response time?

Excellent Good Fair Poor

e. Comments: _____

7. Renovations and Alterations

a. Have you called upon the Space Maintenance & Facilities Branch (SM & FB) for service during the past year?

YES NO

b. If so, did the requirement involve:

Major renovations Minor work Trouble calls Other

c. Were you generally satisfied with the response time?

YES NO

d. Was the work done efficiently and with a high degree of expertise?

YES NO

e. Are you generally satisfied with the condition of your office environment, in terms of paint, carpeting, etc.?

YES NO

f. If not, of what specific problems are you aware? _____

g. How do you rate SM & FB's level of performance?

Excellent Good Fair Poor

h. Comments: Requested work takes weeks before it is begun.

8. Executive Dining Room

a. In your estimation, what percentage of your component's eligible employees use the Executive Dining Room (EDR) on a regular basis?

_____ %

b. Are they satisfied with the menu selection?

YES NO

c. How do they rate the quality of service?

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

d. How do they rate the quality of food?

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

e. How do they rate the environment? (cleanliness, decor, etc.)

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

f. Overall, how do they rate the EDR in terms of menu selection and quality of food and service against prices charged?

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

g. Comments: _____

9. Interior Design

a. Is your component satisfied with the product/service information and advice as provided by the Interior Design Consultant (IDC/LSD) ?

YES NO

b. Are the special design solutions as planned by the IDC helpful to your component?

YES NO

c. Are the consulting services of the IDC useful to your component? *n/a*

YES NO

d. Do the choices in colors and styles of carpet, furniture, draperies, and painted doors offer sufficient variety to obtain a cheerful, but practical, work environment?

YES NO

e. As limited as the Fine Arts Commission's selections are, does your component feel that the IDC is responsive in showing available holdings? *_____*

YES NO

f. Generally, how do you rate LSD in the area of interior design?

Excellent Good Fair Poor

There are many published studies on the psychological responses of humans to various colors. The use of dull, monochromatic, notorious, somber colors has a predictable depressive effect on employee productivity and morale. ~~Efficient profit-making companies use energetic colors and promote cheerful environments.~~ WHY? Because it pays.

10. Headquarters Parking

a. Are the employees in your component satisfied, for the most part, with the parking conditions on the Headquarters compound?

YES NO

b. Do they find the annual allocation of permits fair and equitable?

YES NO

c. If either of the above are negative responses what, specifically, is the cause of their dissatisfaction? _____

d. Have viable alternatives been suggested by them?

YES NO

e. All things considered, i.e., medical parking, carpools, visitor parking, limited space, etc., how do you rate LSD's administration of the parking program?

Excellent Good Fair Poor

f. Comments: _____

11. Vending Machines

a. Are vending machines in your area generally well stocked?

YES NO

b. Are microwave ovens and other pieces of equipment well maintained?

YES NO

c. Are snack bars clean and orderly?

YES NO

d. How do you rate the vending service & snack bar areas?

Excellent Good Fair Poor

e. Comments: *We desperately need a food area with a sink & urinals a micro oven & a refrigerator in an encircled area. We must wash our dishes in the mop sink or in the laundry.*

12. Headquarters Building Maintenance & Operation

a. Do you find the cleanliness of offices, corridors, and public areas up to your level of expectations?

YES NO *depends on who we let gate, it's able to keep - in balance it's pretty good*

b. Are your office areas cleaned on a regular schedule?

YES NO

c. How do you rate the custodial force?

Excellent Good Fair Poor

d. Are the office areas of your component comfortably heated and cooled, considering energy restrictions in force?

YES NO

e. How do you rate the condition of the compound's grounds and roadways?

Excellent Good Fair Poor

f. Overall, how do you rate the maintenance and operation of the Headquarters building?

Excellent Good Fair Poor

g. Comments: ~~The lack of modest kitchen facilities is really quite a problem. A place with a sink and water, and ventilation is a minimum requirement. There is no place to eat in the building and most people brown bag it, with considerable use of microwave and~~

13. Please use this space to make any observations you choose. If they are pertinent to questions above, cite question number in your response.

The lack of modest kitchen facilities is really a problem. A place with a sink and running water, plus ventilation, would help a lot and there is a closet which could be adapted. There is no place to eat in the building and most people brown-bag it, with considerable use of microwave oven and refrigerator--and of the mop sink and lavatories for dish-washing.

has been approached informally on the subject, and it just might be that they would at least share the cost if they perceived that it saved plumbing repair (food gets into the drains) and enhanced the value of the building.

STAT

Completed by: _____ Component: _____

Title: _____ Room Number: _____

Extension: _____

ILLEGIB

**Logistics Services Division
Office of Logistics**

Logistics Support Questionnaire

1. Supplies

a. Does your component feel that the building's supply store is adequately stocked?

YES NO

b. If not, what items are frequently out of stock? Writing pads,
bond paper, manila envelopes, 3x5 cards

(F)

c. Are the personnel on duty at the Supply Room counter courteous and helpful?

YES NO

d. How do you rate LSD's level of service in the supply area?

Excellent Good Fair Poor

e. Comments: _____

2. Internal & External Relocations (Office Moves)

a. Has your component requested the service of LSD for relocations of any kind within the past year?

YES NO

b. If yes, were the moves in:

Headquarters External Buildings Both

c. Were the moves made efficiently and were they started and completed on schedule?

YES NO

d. If not, what types of problems were encountered? _____

e. Were the LSD employees who performed the service courteous and helpful?

YES NO

f. How do you rate this service?

Excellent Good Fair Poor

g. Comments: _____

3. Classified Trash Pickup & Disposal

a. Does your component require the pickup of classified trash in outlying buildings?

YES NO

b. If so, is the service always on schedule?

YES NO

c. Does your component encounter any problems with classified trash chutes in the Headquarters Building?

YES NO

d. If so, what are the major complaints? _____

e. How do you rate the service overall?

Excellent Good Fair Poor

f. Comments: _____

4. Mail Distribution

a. Does your component consider the mail system to be reliable and efficient?

YES NO

b. If not, what are the major sources of complaints? _____

c. Is your mail received in good condition?

YES NO

d. Are the couriers courteous and helpful?

YES NO

e. Overall, how do you rate the mail system in terms of efficiency, service, personnel, etc.?

Excellent Good Fair Poor

f. Comments: _____

5. Vehicle Maintenance & Shuttle Service

a. Do personnel in your component feel that the Agency's bus and van shuttles are consistently on schedule?

YES NO

b. Do they feel that the shuttle schedules are adequate for meeting their requirements?

YES NO

c. How do they rate the condition of the vehicles?

Exceptionally clean Clean Average Dirty

d. In general, are the vehicle operators considered to be courteous and helpful?

YES NO

e. Are personnel in your component comfortable with the driving habits of the vehicle operators?

YES NO

f. Does your component have vehicles that are maintained by the Motor Pool Branch?

YES NO

g. Are they maintained according to schedule?

YES NO

h. Is your component satisfied with the quality of mechanical service?

YES NO

i. Has your component required the services of a chauffeur/driver within the past year?

YES NO

j. Did the chauffeur/driver perform the service as well as expected?

YES NO

k. How do you rate the overall performance of the Motor Pool Branch?

Excellent Good Fair Poor

l. Comments: _____

6. Architectural Design

a. Has your component required any architectural design for renovations, alterations, etc., during the past year?

YES NO

b. If so, was the service performed in a timely fashion?

YES NO

c. Was the quality of the design work satisfactory?

YES NO

d. How do you rate the service, in terms of satisfaction with both the quality of work and the response time?

Excellent Good Fair Poor

e. Comments: _____

(main contact) has an excellent attitude, was a pleasure to work with and satisfactory representative for our needs.

7. Renovations and Alterations

a. Have you called upon the Space Maintenance & Facilities Branch (SM & FB) for service during the past year?

YES NO

b. If so, did the requirement involve:

Major renovations Minor work Trouble calls Other

c. Were you generally satisfied with the response time?

YES NO

d. Was the work done efficiently and with a high degree of expertise?

YES NO

e. Are you generally satisfied with the condition of your office environment, in terms of paint, carpeting, etc.?

YES NO

f. If not, of what specific problems are you aware? _____

g. How do you rate SM & FB's level of performance?

Excellent Good Fair Poor

h. Comments: _____

8. Executive Dining Room

a. In your estimation, what percentage of your component's eligible employees use the Executive Dining Room (EDR) on a regular basis?

1%
_____ %

b. Are they satisfied with the menu selection?

YES NO

c. How do they rate the quality of service?

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

d. How do they rate the quality of food?

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

e. How do they rate the environment? (cleanliness, decor, etc.)

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

f. Overall, how do they rate the EDR in terms of menu selection and quality of food and service against prices charged?

____ % Excellent; ____ % Good; ____ % Fair; ____ % Poor

g. Comments: _____

9. Interior Design

a. Is your component satisfied with the product/service information and advice as provided by the Interior Design Consultant (IDC/LSD) ?

YES NO

b. Are the special design solutions as planned by the IDC helpful to your component?

YES NO

c. Are the consulting services of the IDC useful to your component?

YES NO

d. Do the choices in colors and styles of carpet, furniture, draperies, and painted doors offer sufficient variety to obtain a cheerful, but practical, work environment?

YES NO

e. As limited as the Fine Arts Commission's selections are, does your component feel that the IDC is responsive in showing available holdings?

YES NO

f. Generally, how do you rate LSD in the area of interior design?

Excellent Good Fair Poor

g. Comments: Pleased with the services

10. Headquarters Parking

a. Are the employees in your component satisfied, for the most part, with the parking conditions on the Headquarters compound?

YES NO

b. Do they find the annual allocation of permits fair and equitable?

YES NO

c. If either of the above are negative responses what, specifically, is the cause of their dissatisfaction? _____

d. Have viable alternatives been suggested by them?

YES NO

e. All things considered, i.e., medical parking, carpools, visitor parking, limited space, etc., how do you rate LSD's administration of the parking program?

Excellent Good Fair Poor

f. Comments: _____

11. Vending Machines

a. Are vending machines in your area generally well stocked?

YES NO

b. Are microwave ovens and other pieces of equipment well maintained?

YES NO

c. Are snack bars clean and orderly?

YES NO

d. How do you rate the vending service & snack bar areas?

Excellent Good Fair Poor

e. Comments: _____

12. Headquarters Building Maintenance & Operation

a. Do you find the cleanliness of offices, corridors, and public areas up to your level of expectations?

YES NO

b. Are your office areas cleaned on a regular schedule?

YES NO

c. How do you rate the custodial force?

Excellent Good Fair Poor

d. Are the office areas of your component comfortably heated and cooled, considering energy restrictions in force?

YES NO

e. How do you rate the condition of the compound's grounds and roadways?

Excellent Good Fair Poor

f. Overall, how do you rate the maintenance and operation of the Headquarters building?

Excellent Good Fair Poor

g. Comments:

13. Please use this space to make any observations you choose. If they are pertinent to questions above, cite question number in your response.

12- Empty office trash and vacuum
after office hours.

Vacuum offices at least once
each week.

Wash windows more often.

STAT

Completed

Component: DDA/OSI/PSI

STAT

Title: ~~CIO/OSI/PSI~~

Room Number: 4E54

Extension

ROUTING AND RECORD SHEET				
SUBJECT: (Optional)				
Logistics Support				
FROM:		EXTENSION	NO.	
PPG 4E-70, Hdqs.				
TO: (Officer designation, room number, and building)	DATE	OFFICER'S INITIALS	DATE	
RECEIVED	FORWARDED			
<p>1. C/Ops/PSI 4E-58, Hdqs.</p> <p>2. C/Ops/PTAS</p> <p>3. POC</p> <p>4.</p> <p>5.</p> <p>6.</p> <p>7.</p> <p>8.</p> <p>9.</p> <p>10.</p> <p>11.</p> <p>12.</p> <p>13.</p> <p>14.</p> <p>15.</p>				
<p>COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)</p> <p>Please answer for your Directorate in completion of the attached questionnaire. Separate returns will be forwarded for each Directorate, and PPG will respond for P&M.</p> <p>DEADLINE: COB 28 March 1983</p>				